

**A RESOLUTION  
BY FINANCE/EXECUTIVE COMMITTEE**

**A RESOLUTION AUTHORIZING THE MAYOR TO ENTER INTO AN AGREEMENT WITH ORACLE USA, INC., UTILIZING FEDERAL GSA CONTRACT GS-35F-0009T SERVICE CONTRACT NO. 3795831 FOR CALL CENTER CRM APPLICATION TECHNICAL SUPPORT SERVICES, ON BEHALF OF THE DEPARTMENT OF WATERSHED MANAGEMENT, IN AN AMOUNT NOT TO EXCEED FORTY-NINE THOUSAND SIX HUNDRED NINETY-NINE DOLLARS AND NINETY-FOUR CENTS (\$49,699.94); ALL CONTRACTED WORK WILL BE CHARGED TO AND PAID FROM FUND, DEPARTMENT ORGANIZATION AND ACCOUNT NUMBER 5051 (WATER & WASTEWATER REVENUE FUND) 5213001 (CONSULTING/PROFESSIONAL SERVICES TECHNICAL) 170113 (DWM WATERSHED INFORMATION SYSTEMS) 1535000 (DATA PROCESSING/MANAGEMENT INFORMATION SYSTEMS); AND FOR OTHER PURPOSES.**

**WHEREAS**, the City of Atlanta ("City") Department of Watershed Management ("Department") did purchase Software Update License & Support Services for its Oracle System; and

**WHEREAS**, the Department desires Call Center CRM Application Technical Support Services for its Oracle System; and

**WHEREAS**, Section 2-1606 of the Code of Ordinances, City of Atlanta ("Code") authorizes the Chief Procurement Officer to procure supplies, services or construction items through contracts established by the purchasing division of the state where such contracts and contractors substantially meet the requirements of this article; and

**WHEREAS**, it has been determined that the procurement of the technical support services can be secured through Oracle USA, Inc., utilizing Federal GSA Contract GS-35F-0009T; and

**WHEREAS**, the Commissioner of the Department of Watershed Management and the Chief Procurement Officer recommend that an Agreement be executed for Call Center CRM Application Technical Support Services in an amount not to exceed Forty-Nine Thousand Six Hundred Ninety-Nine Dollars and Ninety-Four Cents (\$49,699.94).

**THE CITY COUNCIL OF THE CITY OF ATLANTA, GEORGIA, HEREBY RESOLVES**, that the Mayor is authorized to execute an Agreement with Oracle USA, Inc., utilizing Federal GSA Contract GS-35F-0009T Service Contract No. 3795831 for Call Center CRM Application Technical Support Services on behalf of the Department of Watershed Management in an amount not to exceed Forty-Nine Thousand Six Hundred Ninety-Nine Dollars and Ninety-Four Cents (\$49,699.94).

**BE IT FURTHER RESOLVED**, that the City Attorney is directed to prepare and appropriate Agreement for execution by the Mayor.

**BE IT FURTHER RESOLVED**, that the Agreement will not become binding upon the City and the City will incur no obligation nor liability under it until it has been executed by the Mayor, attested to by the Municipal Clerk, approved by the City Attorney as to form and delivered to Oracle USA, Inc.

**BE IT FINALLY RESOLVED**, that all contracted work will be charged to and paid from Fund, Department Organization and Account Number 5051 (Water & Wastewater Revenue Fund) 5213001 (Consulting/Professional Services Technical) 170113 (DWM Watershed Information Systems) 1535000 (Data Processing/Management Information Systems).


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## Contractor Information

(Vendors) How to change your company

Contract #: GS-35F-0009T      Socio-Economic : Other than small business  
 Contractor: ORACLE USA, INC.      EPLS : Contractor not found on the Excluded Parti  
 Address: 500 ORACLE PKWY      Govt. Contracting Officer:  
 REDWOOD CITY, CA 94065-1677      Shellie Heislen  
 Phone: (703)364-1558      Phone: 816-823-2683  
 E-Mail: GSAINFO\_US@Oracle.com      E-Mail: shellie.heislen@gsa.gov  
 Web Address: http://www.oracle.com/index.html

| Source | Title   | Contract Number | Contract Terms & Conditions | Contract End Date | Category |  | View I |
|--------|---|-----------------|-----------------------------|-------------------|----------|--|--------|
| 70     | GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT, SOFTWARE, AND SERVICES | GS-35F-0009T    |                             | Sep 30, 2011      | 132 3    |  |        |
|        |   |                 |                             |                   | 132 32   |  |        |
|        |   |                 |                             |                   | 132 33   |  |        |
|        |   |                 |                             |                   | 132 34   |  |        |
|        |   |                 |                             |                   | 132 51   |  |        |



## Ordering Document

|  |   |
|--|---|
| <b>Service Contract #:</b> 3795831<br><b>Offer Expires:</b> 31-Mar-10  | <b>Renewal Contact:</b> Sandra Loretto  |
| <b>Payment Terms:</b> 30 NET from receipt of invoice<br><b>Billing Terms:</b> Quarterly in Arrears for technical support services that have been provided  | <b>Telephone:</b> +17033642776<br><b>Fax:</b> +17033643557<br><b>E-mail:</b> sandra.loretto@oracle.com  |
| <b>CUSTOMER:</b> CITY OF ATLANTA   |   |
| <b>QUOTE TO</b><br><b>Account Contact:</b> Keith Toomer<br><b>Account Name:</b> CITY OF ATLANTA<br><b>Address:</b> 55 Trinity Ave<br>Ste 5400<br>Atlanta<br>GA 30303<br>United States<br><b>Telephone:</b> 404 330-6237<br><b>Fax:</b><br><b>E-mail:</b> ktoomer@atlantaga.gov | <b>BILL TO</b><br><b>Account Contact</b> ap<br><b>Account Name:</b> CITY OF ATLANTA<br><b>Address:</b> COA Dept of Finance Accounts Payable Division<br>68 Mitchell ST<br>RM 600<br>Atlanta<br>GA 30303<br>United States<br><b>Telephone:</b><br><b>Fax:</b><br><b>E-mail:</b> COglesby@AtlantaGa.Gov |

Oracle may provide certain information and notices about technical support via e-mail. Accordingly, please verify and update the Quote To and Bill To information above to ensure that such communications and notices are received from Oracle. If changes are required, please e-mail or fax the updated information to Sandra Loretto at sandra.loretto@oracle.com or +17033643557. Please also include service contract number 3795831 on such reply.

BUREAU OF MANAGEMENT

10 FEB -9 AM 10-22

## Service Details

| Service Level: Software Update License & Support          |          |     |                |                         | End Date: 31-Mar-11 |             |
|---|----------|-----|----------------|-------------------------|---------------------|-------------|
| Product Description                                       | CSI #    | Qty | License Metric | License Level / Type    | Start Date          | Final Price |
| Oracle Email Center - Workstation Perpetual               | 16117500 | 85  |                | LIMITED<br>USE<br>OTHER | 1-Apr-10            | 13,065.45   |
| Oracle Scripting - Workstation Perpetual                  | 16117500 | 85  |                | LIMITED<br>USE<br>OTHER | 1-Apr-10            | 3,956.65    |
| Oracle TeleService - Application User Perpetual           | 16117500 | 85  |                | LIMITED<br>USE<br>OTHER | 1-Apr-10            | 26,159.35   |
| Oracle Advanced Inbound Telephony - Workstation Perpetual | 16117500 | 85  |                | LIMITED<br>USE<br>OTHER | 1-Apr-10            | 6,518.49    |
| Subtotal:   |          |     |                |                         | USD                 | 49,699.94   |
| Total Amount:   |          |     |                |                         | USD                 | 49,699.94   |
| plus applicable tax                                       |          |     |                |                         |                     |             |

### Notes:

1. If any of the fields listed above are blank, the program licenses were acquired under a separate license model in which such field(s) does not apply.
2. If a change to the Service Details provided above is required, please contact Sandra Loretto at +17033642776 or at [sandra.loretto@oracle.com](mailto:sandra.loretto@oracle.com) and an updated ordering document will be provided to you in accordance with Oracle's technical support policies.
3. This order is being placed in accordance with the Cooperative Purchasing provision of GSA Contract No. GS-35F-0009T.

BUREAU OF MANAGEMENT

10 FEB -9 AM 10:22

DEPT OF WATERSHED MGT.

## GENERAL TERMS

"You" and "your" refers to the Customer provided above.

In the event that the Customer and the Quote To Account Name provided above are not the same, CITY OF ATLANTA acknowledges that Customer has authorized CITY OF ATLANTA to execute this ordering document on Customer's behalf and to bind Customer to the terms described herein. CITY OF ATLANTA agrees that the ordered services shall be used solely by the Customer and shall advise Customer of the terms of this ordering document as well as information and notices about technical support that Oracle provides to CITY OF ATLANTA during the term of service.

The technical support services acquired under this ordering document are governed by the terms and conditions of the GSA Contract No. GS-35F-0009T. However, any use of the programs, which includes by definition the updates and other materials provided or made available by Oracle under technical support, is subject to the rights granted for the programs set forth in the order in which the programs were acquired.

Technical support is provided under Oracle's technical support policies in effect at the time the services are provided. The technical support policies are subject to change at Oracle's discretion; however, Oracle will not materially reduce the level of services provided for supported programs during the period for which fees for technical support have been paid. You should review the technical support policies prior to entering into this ordering document. The current version of the technical support policies, including Oracle's reinstatement policy, may be accessed at <http://www.oracle.com/support/policies.html>. Customers who allow technical support to lapse and later wish to reactivate it will be subject to Oracle's reinstatement policy in effect at the time of reinstatement. Applicable reinstatement fees may apply in addition to the annual technical support fees.

BUREAU OF MANAGEMENT  
10 FEB -9 AM 10:22  
DEPT. OF WATERSHED MGT.

DEPT. OF WATERSHED MGT.

10 FEB 9 AM 10:22

**Order Processing Details**

**BUREAU OF MANAGEMENT**

Your order is subject to Oracle's acceptance. An order consists of the following: (i) this ordering document, which incorporates by reference the GSA Contract No. GS-35F-0009T, (ii) a form of payment acceptable to Oracle and (iii) a tax exemption certificate (if applicable). Oracle normally accepts orders after receipt of a purchase order, check or credit card issued in accordance with the Purchase Order, Check, Credit Card Confirmation section below. If Oracle accepts your order, the service start date is the effective date of such order and also serves as the commencement date of the technical support services.

An invoice will only be issued upon receipt of a form of payment acceptable to Oracle. Regardless of the form of payment:

- Unless you are an U.S. federal government entity, Oracle's invoice includes applicable sales tax, GST, or VAT (collectively referred to as "tax"). If CITY OF ATLANTA is a tax exempt organization and is not an U.S. federal government entity, a copy of CITY OF ATLANTA's tax exemption certificate must be submitted with CITY OF ATLANTA's purchase order, check or credit card.

**PURCHASE ORDER, CHECK, CREDIT CARD CONFIRMATION**

**Purchase Order**

If the technical support services on this ordering document will be ordered and paid under a purchase order, the purchase order must include the following information:

- Service Contract #: 3795831
- Term of Service: 1-Apr-10 to 31-Mar-11
- Final Total: USD 49,699.94 (excluding applicable tax)
- GSA Contract No.: GS-35F-0009T

In issuing a purchase order, CITY OF ATLANTA agrees that the terms of this ordering document and the GSA Contract No. GS-35F-0009T supersede the terms in the purchase order or any other non-Oracle document, and no terms included in any such purchase order or other non-Oracle document shall apply to the technical support services ordered.

Please e-mail or fax the purchase order to Oracle per the Remittance Details provided below.

**Check**

If the technical support services on this ordering document will be ordered and paid by check, the check must include the following information:

- Service Contract #: 3795831
- Term of Service: 1-Apr-10 to 31-Mar-11
- Final Total: USD 49,699.94 (excluding applicable tax)
- GSA Contract No.: GS-35F-0009T

In issuing a check, CITY OF ATLANTA agrees that only the terms of this ordering document and the GSA Contract No. GS-35F-0009T shall apply to the technical support services ordered. No terms attached or submitted with the check shall apply.

Please mail check payments per the Remittance Details provided below.

**Credit Card Confirmation**

If the technical support services on this ordering document will be ordered and paid under a credit card, please complete the section below and return it to Oracle per the Remittance Details provided below. Please note that Oracle is unable to process credit card transactions of USD100,000 or greater.

- Service Contract #: 3795831
- Term of Service: 1-Apr-10 to 31-Mar-11
- Final Total: USD 49,699.94 (excluding applicable tax)
- GSA Contract No.: GS-35F-0009T

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Credit Card Number

---

Expiration Date

---

Billing Address (associated with Credit Card)

---

City, State, and Zip (associated with Credit Card)

---

Authorized Signature

---

Name

The credit card must be valid for the entire Term of Service above. In issuing this credit card confirmation, CITY OF ATLANTA agrees that only the terms of this ordering document and the GSA Contract No. GS-35F-0009T shall apply to the technical support services ordered. No terms attached or submitted with the credit card confirmation shall apply.

**REMITTANCE DETAILS**

Purchase orders or credit card confirmation for the technical support services ordered hereto should be sent to:

Attn: Sandra Loretto  
Oracle Support Services  
Fax: +17033643557  
E-mail: sandra.loretto@oracle.com

Checks for the technical support services ordered hereto should be sent to:

**AK, AZ, CA, HI, ID, NV, OR, UT, WA:**

Oracle USA, Inc.  
PO Box 44471  
San Francisco, CA 94144-4471

**All other States:**

Oracle USA, Inc.  
PO Box 71028  
Chicago, IL 60694-1028

DEPT OF WATER RESOURCES  
10 FEB -9 AM 10:22  
BUREAU OF MANAGEMENT





Kasim Reed  
MAYOR

## CITY OF ATLANTA

55 TRINITY AVENUE SW, SUITE 5400, SOUTH BLDG.  
ATLANTA, GEORGIA 30335-0310  
OFFICE 404-330-6081  
FAX 404-658-7194

DEPARTMENT OF  
WATERSHED MANAGEMENT  
Robert J. Hunter  
Commissioner

To: Adam L. Smith, Chief Procurement Officer  
Department of Procurement

From: Robert J. Hunter, Commissioner  
Department of Watershed Management

Date: February 18, 2010

RE: Legislative Request for Oracle CRM Support (Contract No. 3795831)  
Federal GSA Contract GS-35F-0009T Oracle USA INC.

Please prepare the appropriate legislative summary for **Cycle 5 (March 15, 2010)**. The Bureau of Program Performance is requesting the agreement which is needed to provide technical support for the CRM application being utilized in The Call Center. Oracle will provide technical support for any software related problems as well as patches and updates. Under Service Contract number 3795831 will expire on March 31, 2010.

This legislation will result in a reduction in the amount of \$49,699.94 to FAC 5051 (Water & Wastewater Revenue Fund), 5213001 (Consulting/Professional Services Technical), 1535000 (Data Processing/Management Information Systems), 170113 (DWM Watershed Information System). Requisition No. 21004152.

Should you have any questions regarding this matter, please contact Gwendolyn J. Carswell, Watershed Manager, at 404 330-6331 or Phyllis Brown, Buyer at 404 330-6263.

RH/pb

Cc: Sheila C. Pierce, Deputy Commissioner- DWM  
Keith Toomer, Director IT

**Part II: Legislative White Paper:** (This portion of the Legislative Request Form will be shared with City Council members and staff)

**A. To be completed by Legislative Counsel:**

**Committee of Purview:** City Utilities

**Caption:** A RESOLUTION AUTHORIZING THE MAYOR TO ENTER INTO AN AGREEMENT WITH ORACLE USA, INC., UTILIZING FEDERAL GSA CONTRACT GS-35F-0009T SERVICE CONTRACT NO. 3795831 FOR CALL CENTER CRM APPLICATION TECHNICAL SUPPORT SERVICES, ON BEHALF OF THE DEPARTMENT OF WATERSHED MANAGEMENT, IN AN AMOUNT NOT TO EXCEED FORTY-NINE THOUSAND SIX HUNDRED NINETY-NINE DOLLARS AND NINETY-FOUR CENTS (\$49,699.94); ALL CONTRACTED WORK WILL BE CHARGED TO AND PAID FROM FUND, DEPARTMENT ORGANIZATION AND ACCOUNT NUMBER 5051 (WATER & WASTEWATER REVENUE FUND) 5213001 (CONSULTING/PROFESSIONAL SERVICES TECHNICAL) 170113 (DWM WATERSHED INFORMATION SYSTEMS) 1535000 (DATA PROCESSING/MANAGEMENT INFORMATION SYSTEMS); AND FOR OTHER PURPOSES.

**Council Meeting Date:** March 15, 2010

**Requesting Dept.:** Watershed Management

**B. To be completed by the department:**

**1. Please provide a summary of the purpose of this legislation (Justification Statement).**

***Example: The purpose of this legislation is to anticipate funds from a local assistance grant to purchase child safety seats.***

The purpose of this legislation is for the Oracle CRM Support agreement which is needed to provide technical support for the CRM application being utilized in the Call Center. Oracle will provide technical support for any software related problems as well as patches and updates.

**2. Please provide background information regarding this legislation.**

***Example: The task force of homelessness conducted a study regarding homelessness, its impact and consequences on the City. This resolution reflects the Mayor's desire to open a twenty-four hour center that will respond to the needs of the homelessness in Atlanta.***

**3. If Applicable/Known:**

(a) **Contract Type (e.g. Professional Services, Construction Agreement, etc):** Federal GSA Contract, GS-35F-0009T. Service Contract No.3795831.

(b) **Source Selection:** n/a

(c) **Bids/Proposals Due:** n/a

(d) **Invitations Issued:** n/a

(e) **Number of Bids:** n/a

(f) **Proposals Received:** n/a

(g) **Bidders/Proponents:** n/a

(h) **Term of Contract:** n/a

**4. Fund Account Center (Ex. Name and number):** 5051 (Water & Wastewater Revenue Fund, 5213001 (Consulting/Professional Services Technical), 170113 (DWM Watershed Information Systems), 1535000 (Data Processing/Management Information Systems).

**Fund:** \_\_\_\_\_ **Account:** \_\_\_\_\_ **Center:** \_\_\_\_\_

**5. Source of Funds:** *Example: Local Assistance Grant* n/a

**6. Fiscal Impact:** n/a

**Example:** *This legislation will result in a reduction in the amount of \_\_\_\_\_ to Fund Account Center Number \_\_\_\_\_.*

**7. Method of Cost Recovery:** This legislation will result in a reduction in the amount of \$49,699.94 .Oracle requisition #21004152.

**Examples:**

- a. *Revenues generated from the permits required under this legislation will be used to fund the personnel needed to carry out the permitting process.*
- b. *Money obtained from a local assistance grant will be used to cover the costs of this Summer Food Program.*

**This Legislative Request Form Was Prepared By:** Phyllis Brown, Buyer 404 330-6263

## **Legislation Summary**

**Committee of Purview:**

**Caption**

**A resolution authorizing the Mayor to execute an appropriate contractual agreement on behalf of the Department of Watershed Management with Oracle, USA, Inc. an amount not to exceed forty nine thousand six hundred ninety nine dollars and ninety four cents (\$49,699.94). All contract work shall be charged to and paid from fund account and center number: 5051 (Water & Wastewater Revenue Fund), 5213001 (Consulting/Professional Services Technical), 170113 (DWM Watershed Information Systems), 1535000 (Data Processing/Management Information Systems).**

**Council Meeting Date:** **March 15, 2010**

**Legislation Title:** **Resolution authorizing the Chief Procurement Officer to utilize the Federal Government GSA Contract #GS-35F-0009T with Oracle USA, Inc. for Call Center CRM Application Technical Support Services (Service Contract #3795831) on behalf of the Department of Watershed Management in an amount not to exceed forty nine thousand six hundred ninety nine dollars and ninety four cents (\$49,699.94). All contract work shall be charged to and paid from fund account and center number: 5051 (Water & Wastewater Revenue Fund), 5213001 (Consulting/Professional Services Technical), 170113 (DWM Watershed Information Systems), 1535000 (Data Processing/Management Information Systems).**

**Requesting Department:** **Department of Watershed Management**

**Contract Type:** **N/A**

**Source Selection:** **Federal Government GSA Contract # GS-35F-0009T**

**Bids/Proposals Due:** **N/A**

**Invitations Issued:** **N/A**

**Number of Bids/**

|  |  |
|--|--|
| <b>Proposals Received:</b>                     | <b>N/A</b>   |
| <b>Bidders/Proponents:</b>                     | <b>N/A</b>   |
| <b>Justification Statement:</b>                | <b>N/A</b>   |
| <b>Background:</b>                             | <b>N/A</b>   |
| <b>Fund Account Centers:</b>                   | <b>5051 (Water &amp; Wastewater Revenue Fund),<br/>5213001 (Consulting/Professional Services<br/>Technical), 170113 (DWM Watershed<br/>Information Systems), 1535000 (Data<br/>Processing/Management Information Systems).</b> |
| <b>Source of Funds:</b>                        | <b>N/A</b>   |
| <b>Fiscal Impact:</b>                          | <b>N/A</b>   |
| <b>Term of Contract:</b>                       | <b>N/A</b>   |
| <b>Method of Cost Recovery:</b>                | <b>N/A</b>   |
| <b>Approval:</b><br><b>DOF:</b><br><b>DOL:</b> |  |
| <b>Prepared By:</b>                            | <b>Patricia Lowe, Buyer</b>  |
| <b>Contact Number:</b>                         | <b>404.330.6583</b>  |

TRANSMITTAL FORM FOR LEGISLATION

TO: MAYOR'S OFFICE

ATTN: Chief of Staff

Dept.'s Legislative Liaison: \_\_\_\_\_ Maisha L. Wood \_\_\_\_\_

Contact Number: \_\_\_\_\_ (404) 330-6887 \_\_\_\_\_

Originating Department: \_\_\_\_\_ Department of Watershed Management \_\_\_\_\_

Committee(s) of Purview: \_\_\_\_\_ Finance/Executive Committee \_\_\_\_\_

Chief of Staff Deadline: \_\_\_\_\_ February 23, 2010 \_\_\_\_\_

Anticipated Committee Meeting Date(s): \_\_\_\_\_ March 10, 2010 \_\_\_\_\_

Anticipated Full Council Date: \_\_\_\_\_ March 15, 2010 \_\_\_\_\_

Legislative Counsel's Signature: \_\_\_\_\_ Theresa \_\_\_\_\_

Commissioner Signature: \_\_\_\_\_ Robert J. Hunter \_\_\_\_\_

Chief Procurement Officer Signature: \_\_\_\_\_ Adam Schmitz \_\_\_\_\_

**CAPTION**

A RESOLUTION AUTHORIZING THE MAYOR TO ENTER INTO AN AGREEMENT WITH ORACLE USA, INC., UTILIZING FEDERAL GSA CONTRACT GS-35F-0009T SERVICE CONTRACT NO. 3795831 FOR CALL CENTER CRM APPLICATION TECHNICAL SUPPORT SERVICES, ON BEHALF OF THE DEPARTMENT OF WATERSHED MANAGEMENT, IN AN AMOUNT NOT TO EXCEED FORTY-NINE THOUSAND SIX HUNDRED NINETY-NINE DOLLARS AND NINETY-FOUR CENTS (\$49,699.94); ALL CONTRACTED WORK WILL BE CHARGED TO AND PAID FROM FUND, DEPARTMENT ORGANIZATION AND ACCOUNT NUMBER 5051 (WATER & WASTEWATER REVENUE FUND) 5213001 (CONSULTING/PROFESSIONAL SERVICES TECHNICAL) 170113 (DWM WATERSHED INFORMATION SYSTEMS) 1535000 (DATA PROCESSING/MANAGEMENT INFORMATION SYSTEMS); AND FOR OTHER PURPOSES.

FINANCIAL IMPACT (if any): \$49,699.94

Mayor's Staff Only

Received by CPO: \_\_\_\_\_ Received by LC from CPO: \_\_\_\_\_  
(date) (date)

Received by Mayor's Office: 2.23.10 \_\_\_\_\_ Reviewed by: \_\_\_\_\_  
(date) (date)

Submitted to Council: \_\_\_\_\_ (date)